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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al.

Serial No. 09/775,575

Group Art Unit: 3623

Filed: February 5, 2001

Examiner: R. Bachner

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT,
AND TECHNICAL SUPPORT METHOD

SECOND PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

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MAR 11 2004

GROUP 3600

Sir:

Prior to examination, please amend the above application
as follows.